For HP Employees Only

Computer News

Vancouver Division Explodes With The 2675A Printing Terminal.

Computer News

August 1, 1980
Vol. 5, No. 18

On the Cover

The first major eruption on May 18 of Mount St. Helens, Washington's now famous volcano, was captured in this aerial photograph by Austin Post of the U.S. Geological Survey. Another hot news item from Washington is Vancouver Division's new printing terminal. Article begins on page 18.

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Technical Computers

DSD

New HP 1000 Ordering Information

By Ted Proske/DSD

A new, 28-page, HP 1000 Ordering Information booklet (5953-4241) should have reached your office in bulk quantities. This new booklet, intended to be *the* source of price information for the HP 1000 product line and its supported peripheral devices, incorporates and replaces the HP 1000 L-Series Price List, HP 1000 Systems Configuration and Site Preparation Guide, and HP 1000 Computers Selection and Configuration Guide. Because it is smaller, easier to update, and costs less to print, we expect to update the HP 1000 Ordering Information every 2-3 months.

Because the process of simplification has edited out some of the configuration information contained in the former configuration guides, we plan within the next few months to publish a separate configuration guide, which will be printed in sufficient quantities to provide the field, *but not customers*, with configuration information. Until that new HP 1000 configuration guide is ready, you may find it helpful to keep a copy of the most recent HP 1000 Configuration Guides for interim reference.

New Software Data Book Consolidates Coverage

By Ted Proske/DSD

The recent (printed and distributed in July) revision of the HP 1000 Computer Systems Software Technical Data book (5953-4256) incorporates both the previous Active and Mature software data books as well as the software products in the HP 1000 L-Series data book. As part of this consolidation, the coverage of the Mature software products was greatly condensed. For that reason, you may want to have your office keep a few copies of the Mature Software Data book on hand for customers that want more extensive coverage of a Mature software product. This initial phase of putting L-Series software into the same data book as M/E/F-Series software sets the stage for later incorporation of L-Series hardware into a common data book with M/E/F-Series hardware, which will further reduce the number of HP 1000 data books you have to deal with.

13187B and 12741H 32 Kbyte Memory Available

By Mark Beswetherick/DSD

The 13187B standard performance and 12741H high performance 32 Kbyte memory modules were removed from the Corporate Price List on January 1, '80. Since that time, we have received some customer requests for these products. We now have a limited quantity of these boards for sale through the DSD Specials Group. If your customer needs these products, contact Sales Development for a quote. Supply is limited so act now to avoid disappointment.

PASCAL/1000 Programming Course

By Van Diehl/DSD

The PASCAL/1000 Programming Course — Student Text, is now available. It contains copies of all the overhead slides, as well as a complete narrative on each. Each section of the Student Text contains: objectives, self-evaluation questions, overhead slide explanation, problems, labs and solutions.

Companion to the PASCAL/1000 Programming Course Student Text, (22999-90252), are the Instructor's Guide, (22999-90253) and Lab mag tape, (22999-90255) 800 bpi, and the PASCAL/1000 product documentation: Tutorial Textbook "Programming In PASCAL With PASCAL/1000" by Peter Grogono, (92832-90002); the PASCAL/1000 Reference Manual (92832-90001); the PASCAL/1000 Configuration Manual (92832-90003). These student materials are part of the PASCAL/1000 Training Course that is being offered in several training centers. Please let your customers know about this course — they'll love it!

Performance/45 Gift Boxes Shipped

Operating system and languages support team, L to R: Loretta Lockhardt, Jim Williams, Dan Shive, Laurie Wilcox, Helen Fuller, and in front: Yit Louie and Van Diehl, with some of the 80 gift boxes they prepared for HP 1000 SE Managers to support the sales effort for Performance/45. The gift boxes included a mag tape of pre-release copies of FORTRAN 4X and EDIT/1000.

HP 1000 Site Preparation Package

By Ron Rugel/DSD

Ever get questions from your customers like "How should I store mag tapes?" or "What do I do when my HP 1000 arrives?" or "What kinds of fire prevention systems are good for computer rooms?"

Sometimes these questions are not easy to answer. Answers to more technical questions like "How should I size my air conditioner?" and "How much vibration can the system sustain?" are even more difficult to communicate. And more specialized questions such as "What constitutes a poor AC power line and what kind of line treatment devices will help me solve the problem?" or "What kind of ground is good for computers *and* safe for personnel?" used to be almost impossible to answer — Not anymore; not since the introduction of the HP 1000 Site Preparation Package!

This package (02170-90016) will help your customers understand the HP 1000 site requirements and help them to properly prepare their computer sites. The package contains the HP 1000 Site Preparation Manual and the HP 1000 Site Planning Workbook along with scale decals of system equipment and a plastic grid for site layout — all in its own folder!

The manual is packed with useful and practical information including planning equipment location, receiving the shipment, safety against fire, environmental conditioning equipment, radiated susceptibility, power and humidity specifications, power line treatment devices, and grounding. Site Preparation Specialists/CEs should order copies to keep on hand and to send to customers before the Site Preparation Consultation visit.

For internal orders, send a HEART order coded I2 to 2200. Price is $4.05. For customers, send a HEART order to 2268. Price is $16.

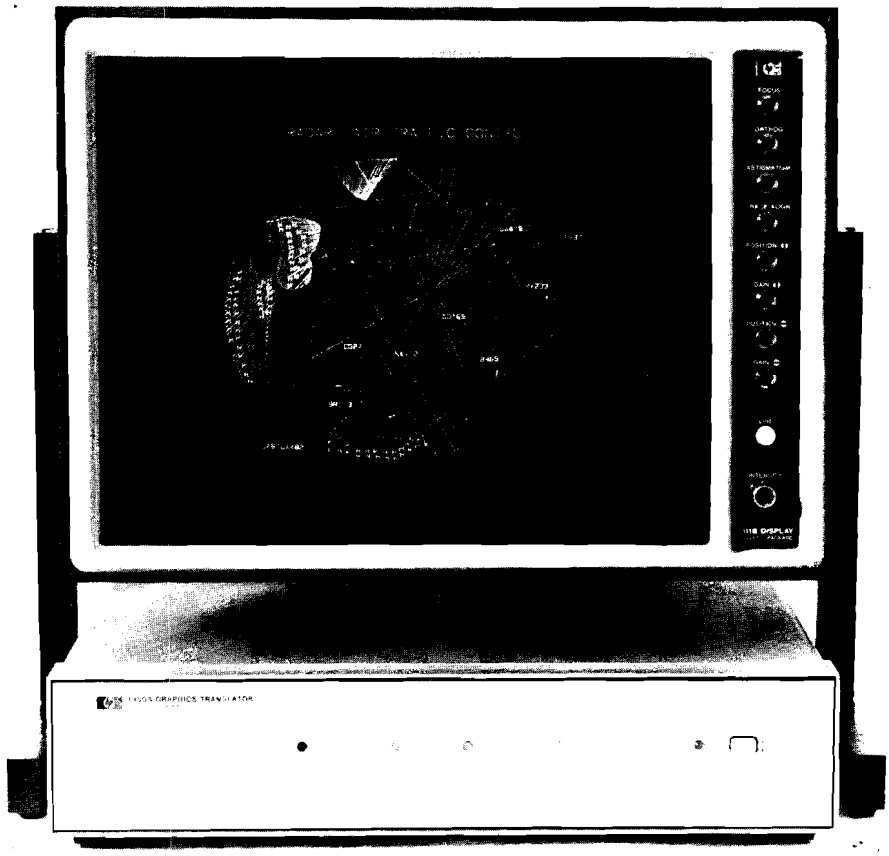
Grenoble

Call For Papers

By Jean-Pierre Baudouin/HPG

The first European HP 1000 users conference will take place April 7-8 '81 in The Netherlands. This meeting, organized by the Dutch users group, will be the first time that users from all over Europe have gathered! A call for papers has been issued and is being distributed in the field. Contribute!

DCD



Graphics Translator Cross-Coding

By Larry Inman/DCD

The HP 1350A Graphics Translator is an effective solution for 9825 or 9835 customers who require high-speed, high-resolution softkey graphics. Effective June 1, '80, SF02 SRs, in some cases, can receive credit for selling the Graphics Translator with desktop computers. The guidelines for selling the 1350 with desktops are the same as for selling it with the HP 1000. That is, SF02 will receive credit for the 1350A and associated graphics CRT(s) when sold in systems that do *not* use other HP instruments normally sold by SF01.

The following products are now cross-coded for SF02:

1350S Graphic Display System (1350A and 1311B)
1350A Graphics Translator
1310A/B 19-inch Graphic CRT
1311B 14-inch Graphic CRT
1317A 17-inch Graphic CRT
1321A 21-inch Graphic CRT

*Please note: You must specify product support option 0952 in order to receive credit for SF02 sales. This option is also important for cases where a coordinated shipment is required with a desktop computer.

There are also two new software offerings for 9825 customers using the 1350. They are: a new Graphics Training Program, P/N 52110A, which is a self-teaching tape for programming the 1350A; and a new revision to the 10184 Softcopy Graphics Library. The 10184B makes this library compatible with the 9825B/T, and provides the ability to use 9872 plotter commands for plotting on the 1350. (For existing 9825/1350 users who upgrade to the 9825T, this new revision of the 10184 binary is available through all HP-IB specialists. If you have problems obtaining a copy, please contact Bob MacVeety at the Colorado Springs Division.)

For more information about the 1350 and its capabilities, refer to the 1350 binder that was sent to SF02 field management last April. This black, 3-ring binder contains the 1350 operating manuals, a 9825 demo tape, the new 52110A training tape, and much more.

For information about 1350S demo unit availability, please contact Charlie Baker at the Colorado Springs Division.

Desktop Computer Rack Mount Kit

By Larry Inman/DCD

Loveland Instrument Division has just introduced a new desktop computer rack mount capability as part of their 3054A Data Acquisition System. The rack mount, shown opposite in both its open and locked positions, is also available as a standalone product.

The 44496A is 8.75 inches tall and fits desktop computers such as the 9825, 9835B and HP-85, as well as many peripherals. The 44498A is 18 inches tall, and will accept the 9835A with its CRT. Both kits include the locking plexiglass door, tray and slides. They fit standard racks from 23 to 27 inches deep. The 44496A is priced at $200 (US), and the 44498A at $250 (US). Both are available from Loveland Instrument Division.

9825A/S Removal from Production

By Larry Inman/DCD

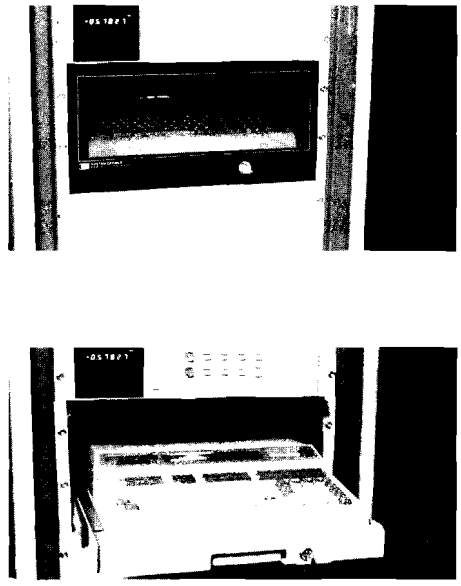
This is a reminder that the 9825A and 9825S will be taken out of production November 1, '80. As announced on the May NPT, the 9825B and 9825T will totally replace the 9825A/S.

Please be sure all your customers, especially OEMs, who are still buying the 9825A or S, are aware of this pending change. More information will follow regarding how much longer the unique 9825A/S ROMs and accessories will be available.

Field Handbook Reprints

By Al Sperry/DCD

July 1 *Computer News* mentioned that a limited number of Field Handbook reprints are available for SRs who have never received a copy of the original. When ordering these, make your request *in writing* to Chris Stumbough, DCD, and list names of the specific SRs for each office who have never received any version of the handbook.



The computer rack mount kit in locked and open positions.

Third Party Supplier Demo System Discount Policy

By John Oster/DCD

To keep up the momentum of our new third party program, we have added a new discount policy to our list of incentives for third party software suppliers.

A 28%development system discount is now available for approved software suppliers. The discount applies to approved equipment purchased during the first four months of the supplier contract. Optionally, a new low-cost leasing program is available for up to 12 months for suppliers' use of a development system. The specific details will be sent as an update to the contract and third party policies, as outlined in the Field Training Manual.

Since the third party software program has been so well received, we hope this new policy will make a good program even better. We appreciate your support and hope your help in finding third party suppliers will continue in the future.

9845 Clin Lab Library Discontinued

By Dave Deane/DCD

Effective August 1, '80, the 9845A/B Clinical Laboratory libraries, P/Ns 09845-14250 and 09845-14350, will no longer be supplied by Hewlett-Packard. The reason for discontinuing the package is its high cost of sale, as measured by SR/SR/Factory support.

We have located medical OEMs who are interested in buying the rights to sell the RIA software as their own product, and we are looking for more. If you have OEMs who might be interested, let them know about this worldwide opportunity.

Revised HP 9825/HP 1000 Application Note

By Steve Hug/DCD

The revised Application Note 201-6, "Computer Communications: HP 9825 — HP 1000", is now available. A small quantity is being distributed to each US sales office. If you need more, order P/N 5953-4520.

This application note explains how to use either HP-IB or RS-232C to get an HP 1000 and an HP 9825 to talk to each other. The example application, discussed in both the HP-IB and the RS-232 sections, has the 9825 serving as a satellite test station. The HP 1000 downloads programs to the 9825, which controls a voltmeter, takes readings from it, processes the data and uploads results to the 1000.

Each section tells you everything you need to know to configure, program and run the application, including detailed lists of all required hardware and software, a block diagram of the system configuration, complete program listings and startup instructions.

We know many customers have applications in which data links between a 1000 and perhaps several 9825s can be very useful. This publication should help make their jobs, and yours, easier.

9825 Upgrade Flyer

By Steve Hug/DCD

A new flyer is available to help you sell 9825T upgrade kits to 9825A and 9825S owners. Because the factory does not have a comprehensive list of 9825 owners, there will not be a factory mailing. The flyer is intended for local sales office use, and can be used as a mailer or a handout. It has been die cut to hold your business card. For mailing, seal it with a self-sticking tab (the Post Office will not accept it stapled or unfastened), or insert it in an envelope with a letter.

The upgrade kit, P/N 98251F, provides 62 Kbytes of read/write memory for the 9825 and integrates the most commonly used option ROMs into the mainframe.

Enough flyers for all 9825 owners have been printed, plus some additional, and they will not be reprinted. Please use them wisely. An initial quantity is being distributed to each US sales office, and any HP sales office, worldwide, can order them from Corporate Literature Distribution in Palo Alto. Ask for P/N 5953-4532.

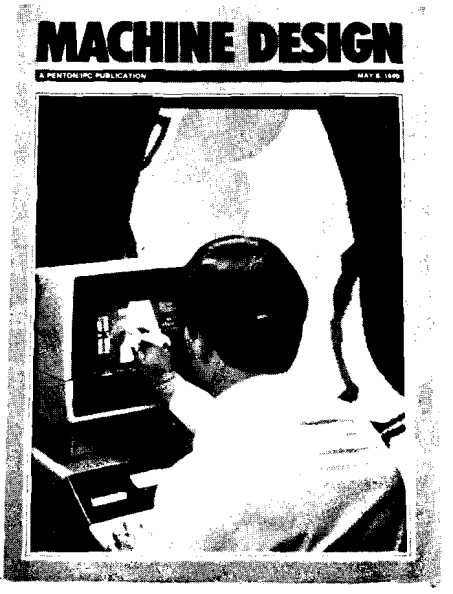
If CEs will keep a few of these in their tool kits and hand them out on 9825 service calls, you may be able to find some 9825 owners that we've lost track of.

Sales Success

By Len Matlaw/ESR

Congratulations to Ray Weber of the Rockville Sales Office for landing the largest (and cleanest) desktop-based system I have ever seen on one order. It includes a full-blown 9845T (449K), every ROM, a 7925 master and slave, 9885 master and slave, 9872S, 2631B, Data Base Management System, Data Comm and other software — for a total of $95,875.

Ray worked on this transaction from its inception about three months ago. We can't tell you more about this application; it's classified. But, Ray, thanks for a job well done.



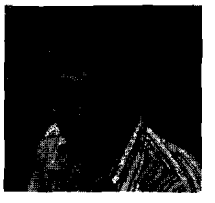
Machine Design Reprints Available

By Al Sperry/DCD

Machine Design gave the 9845C a hearty welcome in its May 8 issue, including a color cover, a press release with color illustrations, and a seven-page survey article, "Computing on a Budget." A color reprint is now available for your local promotions and as a leave-behind. For copies, write or COMSYS Chris Stumbough at DCD.

Support Changes

PL97 Sales Development welcomes Eric Sall, support contact for Midwest Sales Region; and Jim Fentress, supporting ICON and the Southern Sales Region. Larry Inman now supports the Canadian Sales Region.



Eric Sall

Jim Fentress

Business Computers

GSD

Another HP First!

To have a product on a national stamp is surely a first for HP. This stamp, one of a set of four recently released by the Australian dependency of Christmas Island (located 1,500 miles northwest of Perth, Australia), features an HP 2000 Computer System used for a variety of applications in the island's major industry — phosphate mining.

BSP

HP 250 Penetrates Large Accounts

By Kim Voots/GSD

The HP 250 has proven an effective tool in penetrating large accounts. If you've been trying to develop an interest in HP in a large end user account, the 250 might be the answer.

At a large California oil company, MIS loyalty to an existing vendor prevented the purchase of HP systems. John Trudeau (Santa Clara) did some effective selling and convinced one of the company's oil refineries that the system they needed for inventory and maintenance in the tool crib was an HP 250. Due to the HP 250's friendliness and ease of program implementation, the system was installed in one month. That was about the length of time it took for MIS to determine that there wasn't enough time and programmer resources available to make the project feasible. Not only was the project feasible, but the first HP commercial system at this oil company had been installed, an HP 250!

The 250's key features in selling to other large accounts were TRICEP:

T	=	Time to Implement
R	=	Reliable
I	=	IMAGE Database
C	=	Communications
E	=	Ease of use
P	=	Price < $40K

User Memory For HP 250 Applications Software

By John Whitesell/GSD

All three HP-developed HP 250 application packages supported in North America and ICON, MFG/250, OM/250, and FIN/250, are designed to operate in 32Kb of user memory per console. And in fact, adding more memory for a user console will provide no improvement in thruput when operating the current, unmodified MFG, OM, or FIN package.

However, there are some very good reasons for selling 64Kb rather than 32Kb of user memory per console for these applications:

First, most OEMs sooner or later want to modify the existing HP-developed application code. These OEMs will find it *much* easier and faster to use 64Kb of user memory in adding their enhancements.

And avoiding 32K user memory limitations will not only simplify (and therefore speed up) the programming activity but also generally improve execution thruput for these OEM enhancements since less disc-accessing would be required.

Further, future versions of MFG, OM, and FIN *may* (depending on the number of bug fixes and product enhancements added) require 64Kb of user memory per terminal.

So even though MFG, OM, and FIN will work in 32Kb user memory, you should recommend purchasing 64Kb of user memory to allow for normal modifications and expansion.

BSP Site Preparation

By Chris Sauer/GSD

Some customers are experiencing difficulty receiving HP 250 and HP 300 Site Prep. Guides prior to system installation. It might be helpful therefore, for each sales office to maintain a small supply for these situations. Guides can be ordered directly from Computer Supplies Operation (408) 738-8858.

HP 250 Site Preparation Guide
45251-90040
HP 300 Site Prep Planning Guide
31000-90046

Early planning usually leads to successful installations!

FASTSTART Off To A Fast Start!

By Caren Kelman/GSD

The HP 300 FASTSTART program has signed its first 300 FASTSTART OEM, International Systems Services (ISS) from Los Angeles. In business since 1971, ISS has more than 100 installations worldwide using its financial and accounting application software.

In addition to ISS, nine firms have verbally agreed to sign up for the FASTSTART program and another 19 prospects are currently being qualified.

Common Questions on Converting RPG II to the HP 300 (Part 1)

By Tim Haney/GSD

This is the first in a series of articles to keep you informed on the RPG market. For additional information on this topic, contact your BSP Sales Development person.

Q: For a language that is rather obscure to many in the EDP Field, is the IBM RPG II conversion really a viable market?

A: It's an excellent market. Considering the number of IBM S/3, S/32 and S/34 installations (roughly 70,000). After all, RPG is the most widely used small business computer language in the world. What makes it viable is that the conversion is so easy and it affords us an opportunity to develop a long, lasting relationship with our OEMs.

Q: Conversions are never really easy, but isn't it easier to convert from a S/32 to a S/34 rather than to the HP 300?

A: For the most part, no! As far as RPG II is concerned, its an industry standard. There are operations within each RPG compiler that are hardware oriented, but RPG itself is a structured language that allows it to move from one system to another. The upgrade itself from the S/32 to the HP 300 is really no more difficult than going from a S/3 or S/32 to a S/34. The major difference is in the data; we have an ASCII bit configuration and IBM's is EBCDIC. This causes the collating sequence to differ slightly, however the HP 300 conversion utilities make the conversion process straightforward.

In addition, IBM controls their program and execution via OCL Operator Command Language. The HP 300 Command Procedure Facility extends the feature set of S/32 OCL by including features like natural sentence structure, nested procedure calls, parameter substitution, condition/IF-THEN-ELSE processing and full support for local data areas and switch processing. These enhancements extend the IBM OCL capabilities and offer the biggest challenge to the conversion effort. Fortunately, the Typist Utility with its split screen capability makes the conversion fairly straightforward and efficient.

The HP 300 Sort/Merge offers similar capabilities to IBM Sort/Merge. The conversion process is similar to that described above for converting OCL to HP 300 Command Procedures.

Q: If an OEM were to go from a S/32 to an HP 300, what kind of an incentive could we provide to make it easier and more enticing?

A: First of all, IBM does not offer purchase agreement discounts on its hardware and HP does. This provides additional revenue for the OEM. Secondly, HP can develop an excellent business relationship for the OEM. And for those OEMs who qualify, the FASTSTART program will add additional incentive. The important thing to remember, is that HP is committed to a working relationship with our OEMs that will benefit both of us over the years to come. Thirdly, all S/34 software is licensed only and is charged for monthly. On the other hand, the OEM owns the HP 300 software and gets considerable leverage out of it.

Q: Just how would an SR get started with an OEM on a conversion project? Not every HP commercial SE is all that familiar with RPG.

A: To get the ball rolling, we initially sent out factory personnel to work with the OEM setup by the SR. We took their RPG II packages, converted them, and documented the results. The data developed from these experiences helped to identify our weak links and provided the focus necessary to initiate the R&D projects which resulted in the RPG Engine. There have been several SE courses taught at Cupertino and more will be offered. Along with these classes the entire HP 300 manual set has been turned over. When used in conjunction with conversion utilities, a straightforward conversion procedure results.

MSP

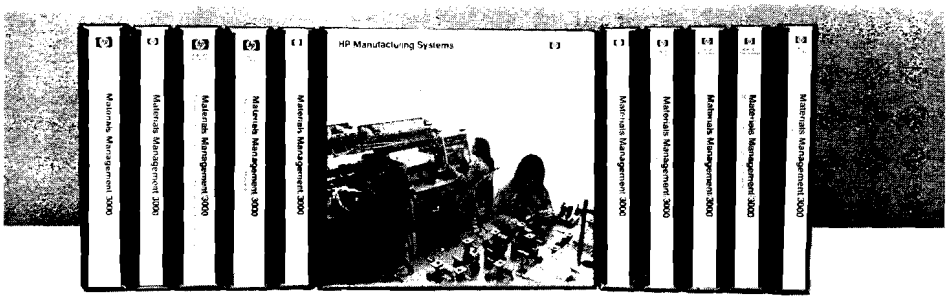
New Manufacturing Management Seminar "Increasing Productivity ..."

By Dave Viale/GSD

The Manufacturing Systems Program, working with selected sales offices in Neely, Midwest and Canadian sales regions, has developed a new manufacturing seminar which is now available to the field. The seminar, for manufacturing managers, production managers, and manufacturing systems managers from your manufacturing accounts, is designed to generate qualified leads for selling Materials Management/3000. Topics addressed include: HP: The Manufacturers' Computer Company; Characteristics of good manufacturing information systems; Materials planning and control — the place to start; Materials Management/3000 — functional capabilities; Materials Management/3000 — technological contributions; Success with manufacturing information systems.

Order the seminar [32260-60003 (35mm) or 32260-60004 (overheads)] through Louise Watkins at GSD. For more information, contact Mike Tarens (ext. 3751) Southern/Eastern; Martin Gonzalez (ext. 3832) Midwest/Canada; Sam Boot (ext. 3763) Neely.

HP 3000



MM/3000 User-Oriented Documentation

By Matt Kuzmich/GSD

Eleven manuals have been designed for use with the new Materials Management/3000 manufacturing application package: nine user manuals and two system administrator manuals.

Each user manual is documented according to the specific job function that the user normally performs. For example, the information a stock room clerk needs to do stock adjustments, inventory counts and other duties is in a single manual, including sections relating to retrievals and reports.

And in keeping with the customizing feature of Materials Management/3000, each user manual can be tailored to fit the needs of a particular manufacturing facility. Supervisors can determine what should be deleted from a manual or added to it with a minimum of effort.

The user manuals, written for the non-computer person, are divided into sections defining manufacturing topics, user transactions, reports and retrievals, how to use the system, and appendices for quick reference of terms and messages.

The system administrator manuals present an easy-to-use, step by step approach for the customization and daily operation of the application to suit the particular needs of the manufacturing facility. They are a valuable pre-sales tool, so make sure your customers are aware of them when they are evaluating Materials Management/3000. A quick look through one will impress on the customer the fact that a lot of thought and effort went into documenting the product for the user — thus increasing a company's chances of being successful with the application.

User manuals:

Master Production Scheduling and Rough Cut Resources Planning (32260-90001)

Maintaining Parts and Bills of Material (32260-90002)

Maintaining Routings and Workcenters (32260-90003)

Material Issues and Receipts (32260-90004)

Maintaining Work Orders (32260-90005)

Managing Inventory Balances (32260-90006)

Maintaining Purchase Orders (32260-90007)

Material Requirements Planning (32260-90008)

Standard Product Costing (32260-90009)

System Administrator manuals:

System Customization (32260-90010)

System Operation (32260-90011)

To order the manuals as a set, use P/N 32263A.

Executive Forum Scheduled

By Beth Eikenbary/GSD

The next Executive Forum on Computers in Manufacturing has been scheduled for October 6-7. This two-day working seminar is designed for executives interested in implementing computerized solutions to answer the productivity challenges facing manufacturers in the '80s. The forum provides an excellent platform for exchanging ideas between HP and major account management. Invited guest speakers, each with extensive experience in manufacturing systems, will provide valuable insights into more efficient utilization of computers in the manufacturing environment.

Speaker topics include:

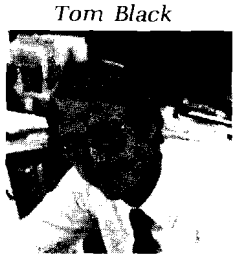
Computers in manufacturing
Computers as decision support tools
Trends in industrial automation
Long range manufacturing systems planning
Strategy for manufacturing productivity
Data communications for distributed manufacturing operations
HP's product strategy for computers in manufacturing

Information on the forum, and a new brochure, will be distributed to the field the first week in August.

Support Changes

Tom Black has been promoted to Service Engineering Manager for the HP 3000 Product Support Group and Tom Stokes has been promoted to HP 3000 Sales Development Manager. The HP 3000 Marketing Team is here to help you get orders.

Tom Black



Tom Stokes

New DTD Terminal Supported by the HP 3000

By Ron Fountain/GSD

The HP 2626A is a high performance terminal which greatly enhances the HP 3000's customer appeal. The 2626A allows users to divide display memory into four independent workspaces and the display screen into separate windows to examine and manipulate the contents of the different workspaces. In addition, dual datacomm ports allow the terminal to be linked to two different sessions or computers. Other unique features which will capture the user's imagination are the 160 column line length with horizontal scrolling, interactive forms design via function keys, user defineable softkeys, an optional thermal printer, programmable tone for audio feedback, and new display enhancements. Upon initial product availability, the 2626A will be supported in point-to-point and multipoint modes as a 2645A on HP 3000 computer systems and the following advanced features will be supported by the HP 3000:

- Dual datacomm ports
- Integral thermal printer
- Horizontal scrolling
- Programmable audio feedback
- Forms design via function keys

In addition, all features of the current V/3000 will be supported by the 2626A. The following features require modifications to V/3000 and will not be supported on initial availability (see accompanying article):

- Multiple Windows/Workspaces
- New Display Enhancements
- User Defineable Softkeys

More Enhancements for V/3000

By Jutta Kernke/GSD

With the release of the HP 2626 terminals, questions arise as to what features will be supported through the V/3000 software.

Your customers can begin using the 2626 with V/3000 immediately! All features of the current product are supported. Over the next several months, additional support of 2626 features will be made available:

1. With the availability of the Bruno-installation tape, V/3000 will support the design and display of function key labels on the 2626 terminal.

   When a form is displayed on a 2626A by the ENTRY program or an application program, an associated set of function key labels will be shown in the function key labels window. In FORMSPEC the forms file designer will be able to specify function key labels on special menus.

   Three new intrinsics will be provided to inquire and specify function key labels at run time.

2. The support of the following features will be on an MIT release expected by the end of this calendar year:

   - Multiple Windows and Workspaces — This feature will provide for local forms storage; the window creation and management will be totally under V/3000's control.
   - Security Display Enhancements — This enhancement specifies that characters typed in the field will not be displayed. V/3000 will support the security enhancement as an additional field enhancement.

Watch the *Communicator* and *Computer News* for more information and contact me with any questions.

MRJE For HP 3000 Series 30/33

By Jitendra Singh/GSD

MRJE/3000 (Multileaving Remote Job Entry) is an HP 3000 subsystem that provides HP 3000 users the capability of submitting jobs to, and receiving output from, a host processor. The host may use either the HASP version 3.1, HASP II version 4.0 or JES2 job entry subsystem.

So far the MRJE/3000 subsystem has been supported only with the SSLC (Synchronous Single Line Controller) interface board. For this reason MRJE/3000 has only been available with the HP 3000 Series II and Series III.

With the release of the 'B' MIT, MRJE/3000 will be supported on the INP (Intelligent Network Processor) for the entire current HP 3000 product line. This will provide the HP 3000 Series 30 and 33 the same MRJE/3000 capability that is available on the Series II and III.

In addition to the expanded MRJE/3000 support for the HP 3000 product line, the enhanced MRJE software provides for more efficient CPU utilization for MRJE activity, due to a new data compression algorithm.

Introduction of MRJE on the INP provides a significant new opportunity to sell MRJE/3000 to customers that have the Series 30 and 33 and need a remote job entry capability.

HP 2631B Support on HP 3000s

By Mary McNally/Boise & Ron Fountain/GSD

This article is intended to eliminate the confusion created by an article in the May 15, '80 issue of the *CS Newsletter* and the HP 3000 Price Guide on the supportability of HP 2631Bs on HP 3000 systems. Until the availability of the MPE "B" MIT (4th quarter '80), the 2631B is supported only on HP 3000 Series 30s and 33s as an HP-IB device. Option 333 must therefore be ordered with all 2631Bs for use on those systems. Until that time, the 2631B is not supported at all on HP 3000 Series IIIs.

In addition, when the 2631B is supported as an RS-232 device, programmable VFC will not be allowed. Users will however be able to access most of the advanced printing features (alternate character sets, compressed mode, expanded mode, auto-underline) by embedding escape sequences in data passed to the printer as output. Additional information on RS-232 support of the 2631B is contained in the July issue of the *Communicator*. If there are further questions please contact either Boise or HP 3000 Sales Development.

IBM Price Increases

By Tim Haney/GSD

IBM price increases were announced in June on equipment marketed by its Data Processing and General Systems Divisions. See *Electronic News*, June 30, '80: "In general, equipment of both DPD and GSD on purchase rose 5 per cent. DPD raised rental and lease prices 5 per cent while GSD raised them 7 percent.

"In addition to hardware, DPD and GSD raised monthly maintenance for some equipment as much as 10 per cent, while such items as hourly maintenance, educational courses, systems engineering services and, at GSD, some program products were boosted 10 per cent."

We'll advise you of IBM's new price structure when available.

IBM Announces the 4331 Group 2

By Dave Butt/GSD

The 4331 Group 2 system announced in May by IBM is the long-awaited member of the 4300 Series that is positioned in terms of price and performance between the 4331 (redesignated the 4331 Group 1) and the 4341. Previous speculation on this system had identified it as the 4336. IBM is offering the Group 2 processor as both a system, and as a "board swap" upgrade for the 4331-G1. The field upgrade can be accomplished in 13 to 16 hours. The 4331-G2 is said to have 1.8 to 2.3 times the CPU performance of the 4331-G1. Actual benchmark measurements provided by IBM in their press release show a range of 1.1 to 2.3 times the performance of the 4331-G1, depending on the application and type of peripherals used.

Four different memory sizes are available, ranging from 1Mb to 4Mb, in 1Mb increments. Prices for the CPU run from $150,000, for the 1Mb version, to $197,000 for the 4Mb version. No prices were quoted for the upgrade, and there was no mention of any return credit policy. IBM did stress, however, that any equipment that was replaced during the upgrade was the sole property of IBM. Deliveries for the system were targeted for the fourth quarter of 1980, but field upgrades from the Group 1 to the Group 2 are expected to begin in the third quarter.

The introduction of the 4331 Group 2 processor thus has produced an additional price performance point for the 4300 series, but appears not to have moved the 4300 systems any closer to being easy-to-use DDP machines. In fact, it still retains all the disadvantages of the 4300 series. The software is batch oriented, complex, and needs the support of specialized systems programmers. The installation of the system, or conversion from 370 machines requires considerable support from IBM even if the user does have a large numer of his/her own specialists. If anything, the 4331 Group 2 is not as competitive with the HP 3000, since the prices are higher, and there have been no changes in the software.

With the announcement of the 4331-G2, came announcement of a series of new offices called 4300 Branch Support Centers. These centers, staffed by special personnel trained in 4300 installation, from initial planning thru implementation, will offer seminars and self-study courses and have 4300 systems for customers to get hands-on experience in installation issues before system delivery. When an order is confirmed, customers are invited to the Branch Support Center for an introduction to the resources available, and to meet the systems engineers who will be working with them.

After the introductory seminar, the center is available to the customer as part of IBM's pre-installation service. Special courses allow the customer to concentrate on particular aspects of installation, and to prepare for 4300 delivery. Based on some detailed descriptions of these courses, and the experiences of some Fortune 500 companies in installing 4300s, it appears that installation of 4300s and their associated software is neither easy nor straightforward. Thus, although the service center concept is a valuable addition to the user/solution orientation of computer companies today, at least part of the reason for IBM offering this service appears to be the complexity and difficulty of installing 4300 equipment.

Thus, the new announcements by IBM tend to reinforce the "ease of use" advantages of the HP 3000 family. The increase in performance of the 4331-G2 system was offset by the increase in price, and therefore does not change the price/performance competitiveness of the 4300 family. Selling the concepts that have made the HP 3000 family successful in the past will ensure it continues to give customers real value and compete successfully against IBM's 4331.

Materials Management/3000 Customer Training Begins

By Steve Baker/GSD

System Administrator I, the first week of Materials Management/3000 customer training, is now being taught around the US. Eight classes have been taught so far and more are scheduled for the summer and fall. The second week of training, System Administrator II, will be taught for the first time on August 11. Both classes are highlighted in the new Summer/Fall Customer Training Schedule. Consult this for dates of classes if your customers want MM/3000 training.

HP 3000 Customer Training

By Carol Ramsay/GSD

The brand new HP 3000 System Operator course will be released this month. It is designed for entry level console operators; emphasizes hands-on experience; covers routine operating procedures, system backup/recovery, operation and maintenance of peripherals; uses system demonstrations to encourage active student participation; and provides students with annotated workbooks.

This release marks the beginning of a series of new courses which will become available throughout the year. These courses, developed to meet the specific needs of various user types (with a definite training program planned for each), reflect a new cooperative effort between field and factory. Special thanks to the many SEs who contributed to the creation of the System Operator course.

This three-day course (P/N 22807A), at $450/student, is on the August price list. Consult the North American Training Schedule for local availability and the Data Sheet for more details on course content. Register your customers now.

HP 3000 Equipment at Bargain Prices!

By Mary Ann Vaughn/GSD

Now available! A package deal on one HP 3000 Series II system for the low, reduced price of $85,000. The system includes: a Series II CPU with 256Kb memory; ATC (16 ports); 2640B Console; 7920A Disc Drive; 7970E Mag Tape; current FOS and all required cables.

The used (but refurbished) equipment included in this configuration is the 7920A, the system memory and the isolation transformer. A full, 90-day warranty is included and the system is purchase-agreement discountable. Specific prices and options are:

32416A	Series II System	$99,000
#888	Refurbished Equipment	−14,000
		$85,000
#110	Adds 2025 Modem Control to ATC	$ 1,240
#505	Expands Memory to 512KB	$13,200

Customer must accept shipment on or before October 17, '80. A restocking charge of 5% will be imposed if the order cancels within 60 days of shipment or moves out beyond November 1, '80. This system is available within four weeks on a first-come, first-served basis. Contact Don Crosby, GSD ext. 2904 to order.

Also available on a first-come, first-served basis are:

Two 2762A Console Printers (terminet) with opt. 017 (pin feed paper handling and paper guide)	$1,325
One 30320A 3-phase isolation transformer for a Series II/III. (Note: deleting the isolation transformer from a 30307A Series II upgrade gives a $2,100 credit—ordering this product then would save the customer $1,100!).	$1,000

This equipment, available within three weeks, carries a full 90-day warranty and is purchase-agreement discountable. Contact Mary Ann Vaughn, GSD ext. 3128 for more information.

BGD

First Success of Data Capture Procedures

By Rudi Scholze & Wolfgang Bayer/BGD

One of Germany's largest manufacturers of folding cartons has successfully tested HP's Data Capture Procedures package. The beta test site customer, whose plant is near Stuttgart, not only successfully tested the new product, but also increased his productivity because of it.

Ten 3076A data capture terminals have been installed at the plant to handle shop floor data collection. The system's major job is gathering information for set-up times, run times, and machine waiting times. It also allows the customer to assign project, run, account and employee numbers to jobs.

Today, the customer has already converted most of his manual and paper work to an automated system. The data capture terminals, which are equipped with a multifunction reader, handle about 500 transactions a day.

Each employee has a type III punched badge which is used as a company identity card and a time card, enabling the company to do data entry for the payroll system. For control of machines and projects, the badge is used to identify personnel and register labor hours.

Based on this data entry, the customer now has accurate and timely information about his production facility. In addition to data entry, the application has an inquiry routine which gives the customer quick information for decisionmaking.

At present, the customer is using an HP 3000 Series III, which is also being used for other applications. He says the programmer productivity has increased dramatically, and the programs are much more reliable with the data capture procedure than with the escape sequence.

The customer is so excited about the new product that he is ready to place a new order with the Grenoble Division for 15 more data capture terminals.

Data Capture Procedures were distributed to all commercial SRs and SEs in May, and have since been distributed to all the field SEO software coordinators. The manual can be ordered as P/N 32243-90001 from Computer Supplies at $10.

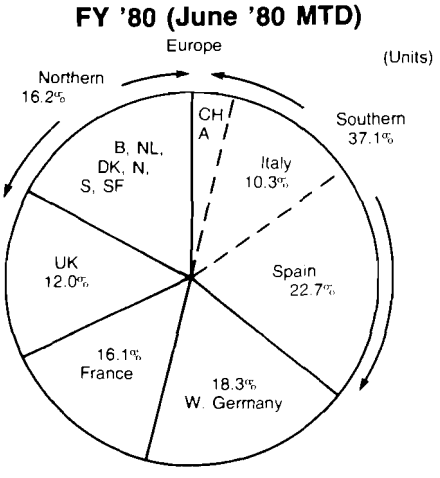
HP 250 European Sales Performance

By Maurizio Gasperi/BGD

Earlier this year, the German HP 250 sales force was competing against DEC, MAI (BASIC FOUR) and TI to close an OEM contract. After the office supply company decided to purchase HP 250 systems, the competing SRs told the OEM, "You made a good decision, buying the HP 250!"

This is just one example of the increased market visibility of the HP 250 in Europe — but it's not the only good news. The European HP 250 sales performance by the end of June '80 (year to date) shows once again the effectiveness of the sales force. Through the efforts of the sales force and its ability to select strong customers, we were able to double our monthly order rate compared to FY '79.

The pie chart below shows the performance of the European countries:



Two countries which strongly improved their share compared to FY '79 were the UK (5% in FY '79) and Spain (11% in FY '79). Spain's success in sales deserves a closer look.

More than 99% of Spanish companies have fewer than 500 employees, and a smaller number of customers have EDP experience than in other European countries.

As a result, there is a need for a computer system which is extremely easy to use and which won't frighten first-time users. The design philosophy of the 250 — autostart, local language, softkeys which guide the user through a program, and engineering design to adapt the computer work area to the user (swivel, tilt and slide, CRT) — was exactly what the Spanish needed and wanted.

In addition, the design of the operating system and the data base management system helped the Spanish OEMs to complete application software packages quickly.

Product features alone weren't the only key to success in Spain. The Spanish sales force dedicated much of its selling effort to the 250 and the results speak for themselves:

- Spain sold the largest $ order volume year to date of all European countries for HP 250 sales.
- In the eight months of this fiscal year, Spain has sold 2.25 times more HP 250 systems than in the 12 months of FY '79.
- The biggest European 250 customer (year to date) is a Spanish OEM. He bought more than $500K in eight months.
- More than half of the systems ordered in Spain were ordered from OEMs who began purchasing 250 systems in this fiscal year.

We're sure that the sales forces of the other countries will achieve equally good results by the end of this fiscal year.

The Award Winning HP 250

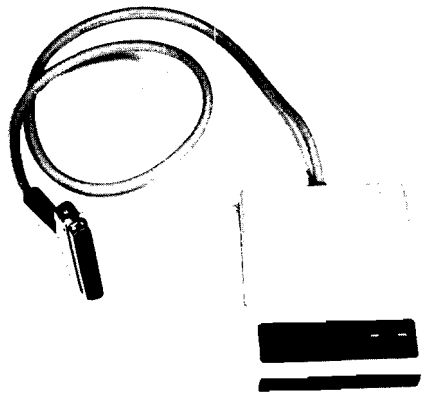
By Maurizio Gasperi/BGD

The HP 250 has received its second award in Germany for industrial design and human engineering design.

The small business computer was chosen for "Deutsche Auswahl 1980" (German Selection 1980) by the design center stuttgart, which is part of the trade association of Baden-Wuerttemberg, one of Germany's States. Each year the center chooses well-designed industrial products for the award.

The HP 250, with a 2631A printer on a 26098A, has been on display in the design center since February and will remain there through October. Thousands of visitors see the exhibition of office furniture, lamps, radios, motorcycles and the HP 250.

DTD



13265 Modem

By Wendi Brubaker/DTD

You've been introduced to the 300 baud modem, now to get down to the business of selling them. The key features to remember are:

- Supported by the 262X terminal family
- Bell 103/113 compatible
- Direct connect
- Compact size

The 13265 provides 262X terminals a convenient way to communicate to systems with Bell 103/113 compatible modems. The direct connection allows quick installations and the good noise immunity that a modem traditionally offers. The small size is quite unique for a modem. Sharing of the 262X power supply enabled the 13265 to be 5" x 6" x 1" compared to the typical 10" x 13" x 3". This becomes a good selling feature in tight quarters. For more information refer to the data sheet (5953-2043) and manual (13265-90001).

The next step in selling the modem is to determine if it connects to your customer's phone system. The 13265A modem is designed to work correctly with many different systems and modular jacks. The jacks can be ordered from the phone company by the USOC or Universal Service Ordering Code (RJ11, RJ12 or RJ13). The RJ11 jack is the most common and is used to connect single line rotary dial or pushbutton dial phone sets to the phone line. Single line phones have no buttons for phone line selection or hold function. These phones are model 500 for rotary dial and model 2500 for pushbutton dial for Bell System (Western Electric). Other private PBX (Public Branch Exchange) and phone system manufacturers use the same model numbers for their equipment and use the USOC codes for modular jacks. The RJ12 and RJ13 jacks are used when connecting key telephones which have buttons for line selection and hold function.

The 13265 will work with phones that use the RJ11 single line jack. Some of the multi-lined phones which use RJ12 and RJ13 jacks don't work. They use extra lines for electronic switching of phone calls and the modem cannot understand these signals. The following is a quick guideline for connection:

Bell: works with phone lines using single line 500 series or 2500 series phone sets. Bell PBX equipment such as the ECTS and Dimension system will support the 13265.

Northern Telecom: works with phone lines using single line 500 or 2500 series telephones. The 13265 will not work with SL-1 electronic switching phones (multi line).

Rolm: works with phone lines using single line 500 or 2500 series phones. The 13265 will work with the CBX products but not with Rolm ETS phone sets or ATC attendant consoles.

GTE: works with all 500 and 2500 series single line sets.

Other: private PBX support is limited to systems that are compatible with Bell (Western Electric) equipment.

When in doubt try the 13265. Your office should have consignment orders in and shipments began in July.

Computer Connections Manual

By Jill Glashow/DSD

DTD Sales Development team is in the process of announcing a new edition of the computer connections manual. Thanks to our eager sales force, the response has been overwhelming.

About a month ago, all SRs and SEs worldwide, were mailed copies of our newly formatted data communications application form to be used for this "Next Generation" DTD computer connections manual. Your cooperation and response thus far has contributed so that we are all convinced this issue is going to be a real winner. Among the top responders are:

Jerry Warwick	Southern/Tulsa
Paul Cooper	Southern/Tulsa
Larry Kemp	Neely/Bellvue
Phil Hocking	Neely/Airport
Bob Guhl	Neely/Airport
Jim Farr	Midwest/Farmington
Hans H. Asendorf	Germany/Bremen

But remember, this manual is a cooperative effort which requires continuous feedback, so . . . keep those DTD connections flowing!

HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

2626A User-Definable Keys

By Dave Williams/DTD

The 2626A has eight function keys (f1-f8) that can be defined locally by the terminal operator or remotely by a program executing in a host computer. Each key may be defined by an ASCII character string (maximum of 80 displayable characters), a normal, local only or transmit only attribute and by screen labelling each key with a maximum of 16 characters (two rows of eight characters each). The "Return" and "Enter" keys can be similarly defined however, there are no screen labels associated with these keys.

The function keys may be defined locally at the keyboard through the user keys menu by filling in the attribute, label and key definition fields. In addition to defining keys through the menu, you may selectively remove unwanted user key labels from the display screen. Positioning the cursor at the beginning of the label field and depressing "Set Enhncmnt" key will remove the screen label for that softkey. (This must be done twice, once for each label field.)

From a program executing in a host computer, you can define one or more keys (character string, attribute and screen label) through a very simple escape sequence. Selectively removing user keys from the display screen is also possible through a user key definition escape sequence. The following escape sequence will turn off the screen label for f1:

"Esc&f0alk24d0LEsc&d@ (8 spaces) Esc&d@ (8 spaces)"

This escape sequence loads the label field of f1 with the escape sequence to turn off all enhancements. Also note that there are eight spaces after both "Esc&d@" sequences.

A complete listing and description of function key escape sequences can be found in the 2626A Reference and User's Manuals.

2626A & Boise Printer Cable Connections

By Chip Norris/DTD

There have been several inquiries concerning cable connections from HP 2626A Terminals to Boise's 2631B printers. The success of the connection is based on ordering the 13242G cable from DTD with the 2626A Terminal. Pin connections on the 2631B standard RS-232C interface cable will not tranfer data between the 2626A and the 2631B.

Again, order the 13242G cable for a printer and utilize the 2631B standard RS-232C interface cable for modem or CPU connections.

Million Dollar People

By Rich Ferguson/DTD

Here are the interim DTD Million Dollar Contest leaders. Our friends in the east took the top three spots. These results are approximate rankings for May and June. July figures will be available about the time you get this newsletter. We'll publish final numbers as soon as we can.

1.	T. Montella	ESR
2.	R. McNabb	ESR
3.	D. Eggum	MSR
4.	R. Watson	ESR
5.	T. Lepone	ESR
6.	R. Fell	EU
7.	J. Wilhelm	NSR
8.	E. Slaven	MSR
9.	T. Papson	ESR
10.	M. Wiseman	ESR

IBM Compatibility With HP 2645A

By Michel Jourdan/HPG

Yes, you can get a 3270 IBM emulator on HP 2645A. From a 2649A, an OEM customer has designed a new terminal with Dual System Capability which can connect both to an IBM host computer as a 3275 display control station and to another CPU (like an HP System).

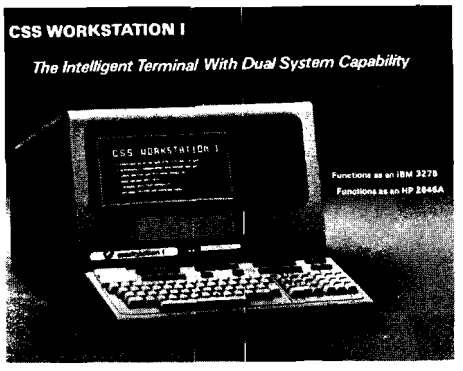
You've often asked us about compatibility of the 264X terminals with IBM mainframes so let's take this opportunity to clarify the 3270 IBM Information Display System concept. It covers three types of devices: Control Units (local or remote controllers), Display Control Stations (display terminals with integral controller) and Display Stations. On those stations, 10 models of 463X keyboards or eight models of 462X keyboards can be hooked up.

3271 Remote Control Unit, introduced in 1972, can control up to 32 display stations. Model 1 and 2 controlling respectively 480 and 1920 character displays, operate under BSC protocol while Model 11 and 12 operate under SDLC protocol. It supports ASCII transmission code in place of EBCDIC.

3272 Local Control Unit, introduced in 1972, is connected directly on the I/O channel of the 370 mainframe and can control up to 32 display stations. Model 1 and 2 support respectively 480 and 1920 character displays.

3274 Local or Remote Control Unit, introduced in 1977, can control up to 32 display stations. Model 1A, 1B and 1D are used for local cluster, Model 1C for remote cluster operating under BSC or SDLC protocol.

3275 Display Control Station, introduced in 1972, has two models: Model 2 and 12 control 1920 character display under BSC and SDLC respectively.



3276 Display Control Station, introduced in 1977, eight models, depending on the capacity of the display (960 to 3440 characters) and the protocol used (BSC or SDLC), are available.

3277 Display Station, introduced in 1972, with 14 inch diagonal screen, can display either 480 characters (Model 1) or 1920 characters (Model 2). The normal character set contains 64 characters (either ASCII or EBCDIC). Model 2 only has an expanded character set of 120 characters.

3278 Display Station, introduced in 1977, has five models depending on the number of characters displayed on the screen (950 to 3564 characters).

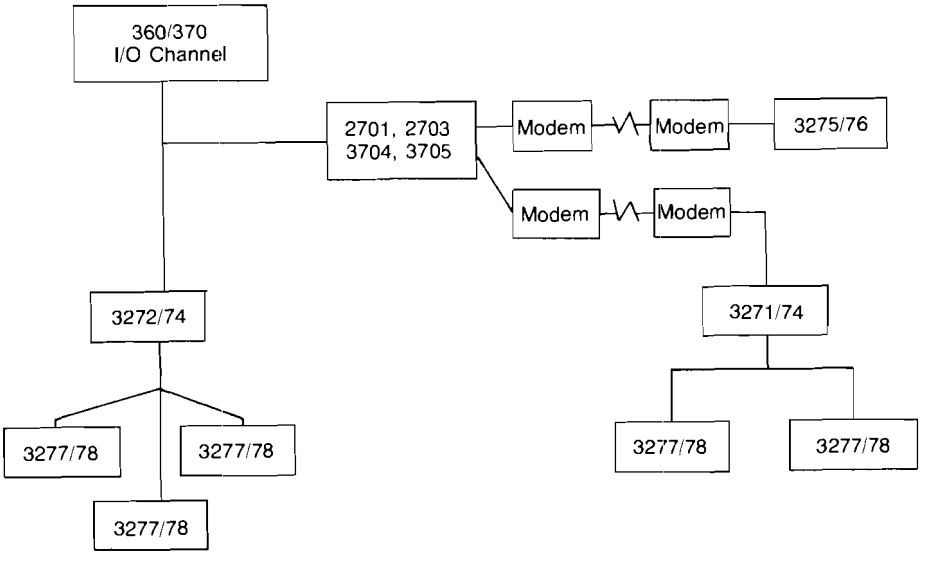
3279 Color Display Station, introduced in 1980, can display 1920 characters (Model 2A and 2B) or 2560 characters (Model 3A and 3B).

Note: The product mentioned in this article is available from the OEM only. Since we cannot guarantee its features and capabilities we recommend you contact CSS directly if you have any need for such a terminal.

CSS
8406 Center Drive
Spring Lake Park, MN. 55432
USA

In any case, if you want to hook up terminals on IBM Systems (and on other mainframes), think of the 2649 OEM program.

Typical IBM Systems Configuration



Support Changes

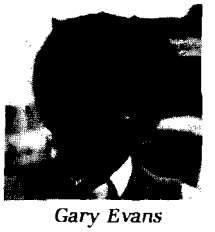
By Bruce Miller/DTD

Rob Mendesdacosta

Rob Mendesdacosta, ext. 2720, now supports the Western half of the Southern Sales Region.

Chip Norris

Chip Norris, ext. 2715, supports the Eastern half. Remember our new Sunnyvale number (408) 735-1550.



Gary Evans

DTD welcomes Gary Evans to the CE/SE support group.

Grenoble

The Terminal Product Support Group at HP Grenoble is responsible for on-line and off-line technical support to the SEO and CEO for the HP 264X, 262X, 263X (European responsibility) and 307X (worldwide responsibility) terminal families.

Geographical responsibility has been assigned for the European on-line technical support:

Maurice Poizat — Terminal Product Support Mgr (PL67, PL69, PL90)
Claudine Quiclet — Secretary
Eric Senesi — Germany
Jacques Biard — France
Maurice Richez — UK
Georges Ouin — North Europe (Scandinavia & Benelux)
Michel Bart — South Europe (I, E, CH, A East, Med)

This should allow a closer relationship with you, and especially with the technical support representatives in your area (Terminal SE and Terminal TSE).

HPG

Datacapture "Ambassador" Program in Europe

By Christian Graff/HPG

On June 25 & 26 the first session of our Advanced Data Capture Seminar was held in Grenoble for the SRs (both technical and commercial) who will be our "Ambassadors" in their respective districts, providing the driving force to promote and sell Data Capture products and the focus for our marketing effort. The 13 attendees, from seven European countries, were selected because of their high motivation and past efforts to sell Data Capture.

The two-day seminar emphasized: the current Data Capture product offering and sales aids; the manufacturing process, its problems and EDP solutions; and the way to get leads and close deals in Data Capture.

Because of the very positive comments we received from attendees, we plan to organize several more sessions of this kind before the end of the fiscal year. We want to give priority to SRs operating in Major Account/Assigned Account districts and to OEM specialists. If you are highly motivated by Datacapture and think you qualify to become one of our "Ambassadors", talk to your DM to register for the next session.

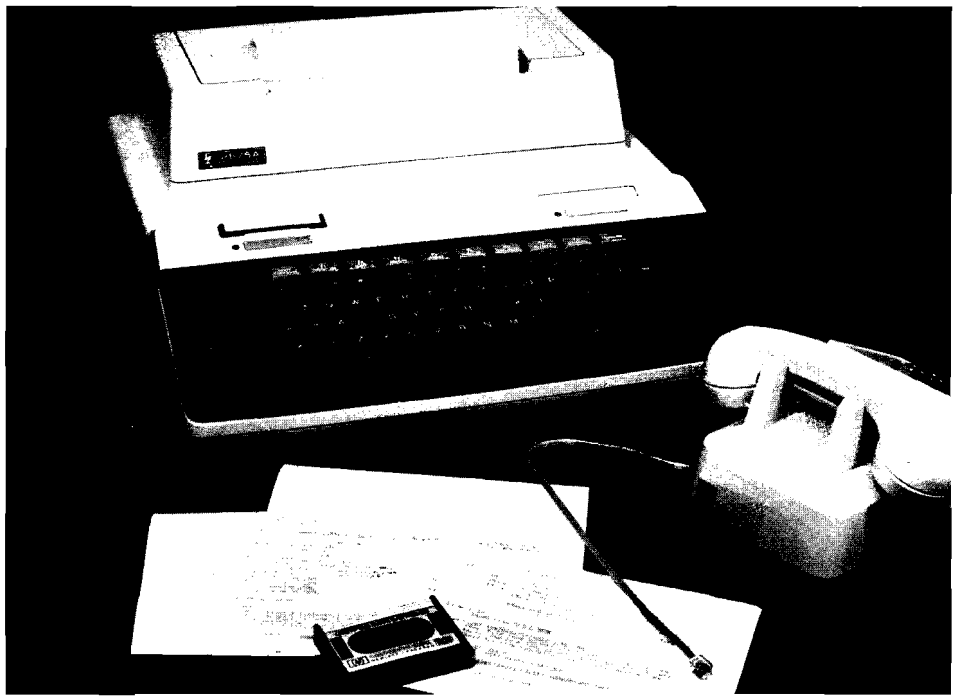
Demo Kit Ordering Info

By Kathy Romani/HPG

When ordering Data Capture Demo Kits, please send the order through the HEART/COCHISE system with an Order Type 12 code (Capital Equipment) according to the new ordering procedures (May 1 '80). We cannot ship unless you follow these rules.

Model	List Price/Unit	MFG Disc.
40200A	$ 0	
SO9	110	−27% (M99)
40200A	0	
S10	30	−27% (M99)

Vancouver



Vancouver Division "Explodes" with the 2675A

By Gene Morel/VCD

Amid ash and failing disc drives, Vancouver Division is proud to announce it's first new product: the 2675A, a high performance printing terminal with features and capabilities not available before in a compact, portable unit.

Fast thermal printing at 120 cps combined with dual cartridge tape drives and the portability offered by an internal modem opens up a completely incremental market for you to sell into. Able to run any 2645A character mode application, the 2675A is a perfect portable complement to our existing CRT offerings.

The unit features:

- 120 cps thermal printing
- 40/80/132 characters per line
- 128 ASCII character set
- Eight softkeys
- Command language
- Dual cartridge tape drives
- Updatable tape format
- Over 300 Kbytes storage per tape
- Edit mode
- Two resident data comm configurations
- Optional 300 baud modular connect modem
- Automatic power-on configuration
- National keyboards and multilingual character sets

Nothing now available in the portable printing terminal market offers the same capabilities as the 2675A. It's features create applications that truly reduce user training and simplify communication with a computer (see additional articles). Consult your Field Training Manual for additional information.

2675A Opens Up Portable Terminal Market

By Gene Morel/VCD

Ordered with the internal modem option, the 2675A becomes the first truly portable terminal offered by Hewlett-Packard. But the advantages don't stop there! The 300 baud modem has improved data transmission integrity provided by the direct connect modular phone jack. An auto answer feature allows data to be either received or transmitted at a remote site unattended by any user.

A typical application of these features would be to log data onto a cartridge tape for transmission over phone lines to a host CPU at a later time. The terminal would then be plugged into a standard phone jack and polled later that evening (when phone rates are lowest) by a host computer.

The soft case accessory, 13269A, is specially designed to protect the 2675A while it is being transported.

How many of your system and terminal customers could use a high performance portable terminal?

2675A Ordering Information

By Gene Morel/VCD

To take advantage of all the super features of the 2675A, recommend to your customer that he/she order the standard unit with the internal modem option. Six national keyboard options are also available. Please remember to order the proper cabling option. The soft case accessory is a must for transporting the unit. The terminal arrives with just two rolls of paper and two blank cartridge tapes. Additional paper and tapes should be ordered from Computer Supplies Operation at the time of order. Prices follow, please consult your Field Training Manual for more information. First deliveries are expected September 1.

P/N	Description	Price
2675A	Interactive Thermal Printing Terminal. Includes dual cartridge drives for mini data station capabilities.	$5,000
001-006	National Keyboards	100
026	300 Baud Internal Modem. Modem option approved and certified for use in the US only.	450
070	Deletes dual cartridge tape drives.	-1,600
13269A	2675A Terminal Carrying Case.	95

2675A Features Make Terminal Use Easier

By Gene Morel/VCD

How many of your customers have mutilated xerox copies of log-on and program calling instructions taped to walls or CRTs? These instructions hopefully help the inexperienced user to use a terminal.

Well, the 2675A makes this easier with the ability to log-on to a system, call the user program, define softkeys, plus other tasks automatically at power-on. Simply turning the unit on connects the inexperienced user directly to his/her application.

This standard feature is implemented using either the 80 character power-on string or a cartridge tape to store terminal configuration, program calling, and softkey definition. Inserting the tape and powering the terminal on starts the configuration process. For specific applications, this cartridge tape may be replaced with a special Personality PROM.

OEMs and VEUs need not order the CTUs to take advantage of this capability in their applications. This feature is not available in any other terminal on the market today. Your Field Training Manual has more information on power-on configuration.

2675A Sales Literature Available

By Clair Mumau/VCD

Field Training Manuals and Data Sheets are available. Your office should have a supply of each. Additional copies may be ordered using the following part numbers:

2675A Field Training Manual 5953-6251
2675A US Data Sheet 5953-6252 (D)
2675A International Data Sheet 5953-6253 (F)

Peripherals

Boise

Customer Satisfaction: the Quicksilver of Success

By Ray Smelek/Boise

Remember playing with mercury? Difficult to hold; if you make a mistake, it runs out of your hand and scatters in tiny drops on the floor, impossible to recover. Customer satisfaction is like that. The quicksilver of our success, it is precious, but can be lost through carelessness.

Among the keys to customer satisfaction are quality and reliability. These are the foundations upon which success, in the long term, is built. But a reputation for quality and reliability can be elusive. Like quicksilver, it can slip away without constant attention.

Boise Division has made a total commitment to quality and reliability. Not just to correct errors in machines in the present product line, but to improve the quality and reliability built into new designs. We will create the habit of quality which will sustain us as we grow.

Our commitment is philosophical as we apply these ideas to all levels of the organization, but the real measure of our commitment is financial. We are investing where it will pay off in quality and reliability benefits. In 1980, we will invest in excess of 260 man months in designated improvement programs, as well as the incremental changes being made throughout the division. We are proud of the progress we have made and, with your continued support, we will continue to improve. The quicksilver of success will not slip through our hands.

Reliability Efforts Show Dramatic Results

By Steve Bolen & Ormond Rankin/Boise

In the past three years, Boise Division has introduced several new and successful products. As with any new design, problems were encountered and action had to be taken for their quick solution. During this process much experience was gained and significant progress was made toward achieving our goals in the area of reliability.

A good example of this progress is the 263X family. Initially, the failure rate was running at an excessively high level. Thanks to the efforts of the field organization and Boise Division, the failure rate has dropped by 76 percent. The 263X family is one of the most reliable products of its kind.

Another example is the HP 2608A. First shipped in January, '79, an ongoing major reliability program will culminate with a new set of PCAs that will place the 2608A among the most reliable line printers in the industry. These new PCAs provide better grounding, improve power distribution, minimize noise, protect components and improve print quality. These recent reliability efforts build upon improvements of the past months including: increased cooling for the print mechanism, addition of a new epoxy for the print mechanism with better thermal properties, modified circuitry to prevent overstressing, increased control in the manufacturing process (e.g., increased QA, 100 percent stress test of units at 55 degrees C, better epoxy process control), a new HP-IB interface to reduce noise, and an increase in the level of field training.

With the improvements already implemented, the 2608A is now our most reliable line printer with May, '80 figures showing the average 2608A failure rate had dropped by 51 percent. Our stress tests show that with our new reliability changes, the average 2608A failure rate will drop another 20 percent. At this rate the 2608A will be one of the industry's reliability leaders for this type of printer and should provide a level of service equal to the HP image. It will be an even better solution for customers in the medium print speed range. (Detailed upgrade plans for the installed base have been sent to the CEO.)

You'll hear a lot from us about ongoing product performance and reliability, as this information should be helpful to both the sales and service organizations. In the meantime, if you need more details or any information of this sort, contact your factory service engineers or sales development engineers.

2619A Now Available on HP 1000 Systems

By Ron Whiteleather/Boise

The 2619A, HP's top of the line impact line printer, is now available on HP 1000 Series M, E, and F systems. Using a horizontal chain technology, the 2619A will print 132 columns of a 64 character set at 1000 lines per minute or 750 lines per minute using a 96 character set. Its dual sets of power tractors and other operator convenience features make forms loading and handling easier and more efficient. The 12-channel vertical format unit, 6/8 lines per inch switch, automatic ribbon deskewing, and paper out/paper jam detection are only a few of the many standard features.

The subsystem option for the HP 1000 systems has been designated option 100 on the 2619A. Option 100 will list for $1,000 US factory base price. The 2619A, with a US factory base price of $23,000, and its options are discountable on Schedule A-1 of the HP Computer Products Purchase Agreement. Option 100 will add the 12845B line printer interface, 25 foot I/O cable, and documentation to the standard 2619A.

Now, with the addition of the 2619A, HP 1000 users have a full range of HP printers to choose from. Applications which require either large volumes of printed output or faster printing capability will be particularly suited for the 2619A. This printer will be very attractive to many of our customers, so keep the 2619A in mind and keep up the good work!

2608A/MTS Remote Printing Solution

By Dave Melin/Boise

Third party software available from Datacon Inc. of St. Helens, Oregon allows HP 3000/III customers with medium volume, remote printing requirements to use a 2608A 400 lpm printer over MTS.

See *CS Newsletter* Vol. 4, #15 for an explanation of how to use the 2608A as a remote printer slaved off a 2647 or 48. But this configuration uses the ATC line, and consequently can cause system degradation. However, the 2648/2608A MTS configuration could significantly enhance system performance when used in conjunction with Datacon's software. For more information write or call:

Datacon of St. Helens
50 West Street
St. Helens, Oregon
(503) 397-1305
Attn: Ken Lessey

Note: All potential customers should keep in mind that neither of these configurations is a supported HP solution.

2631A, 2635A Discontinued

By Mary McNally/Boise

Now that the 2631B and 2635B are into production, it is time to phase out the "A" models in our product line. The 2631A and 2635A were removed from the CPL on July 1 (except for the use of the 2631A on the Remote/250 terminal). Given that the "B" models have the same level of support as the "A" models on HP systems, and offer more features for the same list price, the "B" models should be specified on all new orders. We also encourage the conversion of existing orders from "A" to "B" models.

Support Changes

Recent changes in Boise Division Sales Development may have confused some people. Here's the lineup for your regional/area contact—Phone (208) 376-6000.

Canada/ICON:	Ed Pavlinik	2919
HPSA:	Dave Gerhart*	2447
East/Lexington, Paramus:	Scott Wald	2266
East/Rockville, King of Prussia:	Tom Mills	2929
Midwest:	Jim Skog	2481
Southern:	Dick Wilhelm	2891
Neely/L.A., Southwest:	Dave Melin	2918
Neely/ Santa Clara, Palo Alto, Bellevue:	Larry Haley	2189
Secretaries:	Lil Blankinship	2290
	Sylvia Cohen	2631
Manager:	Thad Webster	2698

*Remember: Chuck Ulfers is located at BGD in Boeblingen, for HPSA local support!

Also, there have been some changes in Boise Division's service engineering. Tom Moore has taken on responsibility for managing service engineering; Wayne Eskridge is the product support manager; and Debbie Smith has joined product support.

DMD

13037C Opt. 102 Can Save You Money!

By Mark Minne'/DMD

The following example shows how you can save your customer $12,000 (and make a system sale)!

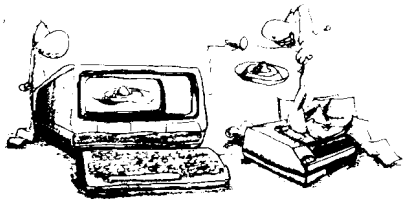
Your customer has an HP 3000 Series I, II, or III with multiple 7925 disc drives on his system and he wants to distribute his processing power by purchasing a 3000 Series 30 or 33. You can make the initial "byte" on his budget easier to take by proposing he take one of his 7925's from his existing 3000 Series I, II, or III and put it on his new 3000 Series 30 or 33. To perform this feat you can order a 13037C Option 102 (HP-IB Master). Here is how your customer saves $12,000:

He owns a 7925S	$17,000
He purchases from DMD, a 13037C Opt. 102	5,000*
He saves:	$12,000

So you are a hero! The 7925S becomes a 7925M Opt. 102 and you save your customer $12,000. If you'd like further details, call your DMD Sales Development representative.

*Installation is extra.

Greeley



HP 2648A/9876A Partnership

By Sirio Sconzo/Greeley

The long-awaited HP 2648 Graphic CRT picture rotation capability is here!

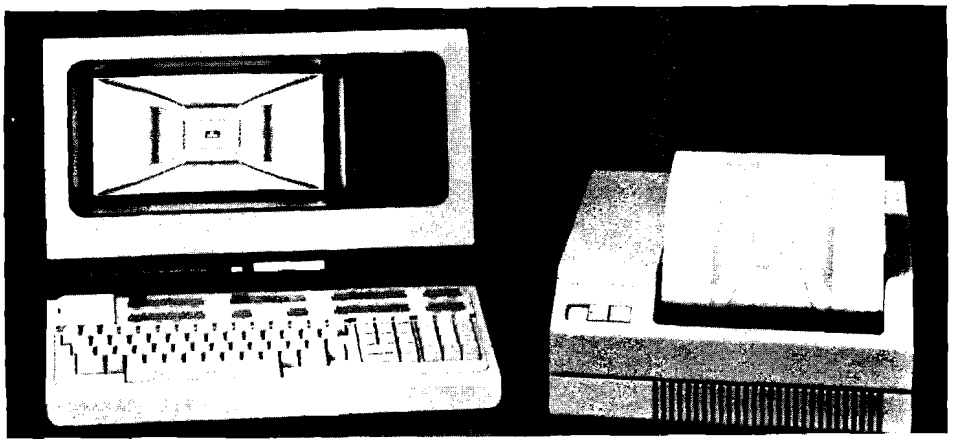
On July 1, DTD introduced the E76 option to their 13296A Opt. 48 Shared Peripheral Interface Board. This board, when installed in the HP 2648, is capable of outputting the CRT image on the screen to an external raster graphics printer, rotated by 90 degrees. When the external graphics printer is a device such as Greeley Division's 9876A, the CRT image is reproduced in seconds on high-contrast, fade-resistant, black or blue printing thermal paper. The image is a "one for one" representation of the original on the screen (4-3/4 x 9-1/4 inches).

With this capability, you can now recommend the HP 9876A to your customers as the ideal hard-copy companion to the HP 2648A Graphics Terminal, especially for those applications in which silent operation is required (offices, labs, hospitals). The HP 9876A is also HP's most economical graphics line printer, listing for $3,950 US. Be sure to consider already-installed HP 2648As for retrofitting with this output capability.

Ordering Instructions (US)

From:	Data Terminals Division (4200)	
	HP 13296A Opt. 048, Shared Peripheral Interface	$ 600
	Opt. E76, 90 degree Image Rotation ROM	100
	Note: This option is to be entered by manual override.	
	Availability: 6 weeks.	
From:	Greeley Division (4098)	
	HP 9876A Thermal Graphics Printer	3,950
	Availability: 5 weeks	
From:	Santa Clara Division (0200/04)	
	HP 10631A, B or C HP-IB Interconnect Cable	75
	Availability: 4 weeks.	

Direct questions to Sirio Sconzo, Greeley Division, (303) 226-3800, Ext. 3355.



9876A outputs rotated image from 2648A graphics terminal.

Digitizer Digest

By Barbara Bennet/Greeley

The Peripheral Lever

As a member of one of the world's finest selling teams, you know that a peripheral such as the HP 9874A Digitizer can be a lever in selling complete graphics systems (HP 9845, 9872, 9874, 9885).

Sten Andersson, SR in the Albuquerque, New Mexico, sales office, appreciates this leverage. He's sold about 20 digitizers since the 9874A was introduced. Ten of his sales were complete systems.

Sten believes his job is to match the solution to the need. He says, "The products sell themselves. The demos are written so the customer can run them himself. I put the customer on the machine, stand back, try to keep my mouth shut, and let the gear sell itself."

We appreciate having all of you on our team; we are proud of our sales force and our products. We'll spotlight more of this team in future articles, along with application stories. If you have a customer with a unique application to share, please call me in Fort Collins, (303) 226-3800.

San Diego

9872B/S Does It Again!

By John Koon/SDD

More and more customers are using computer graphics to display data. For example, Modern Photography Magazine, a subsidiary of the American Broadcasting Companies, Inc., has used computer graphics with a plotter to display the test results of the Nikon F3 35mm single-lens reflex camera.

Guess what they used—an HP 9872B multicolor graphic plotter (controlled by a DEC PDP-11/20 and an HP 2647A). The article in the June, '80, issue displayed three plots done by the 9872B. The title and axis of the plots were as follows:

1. Title: Shutter-speed accuracy
   X-Axis: Marked shutter speed (sec)
   Y-Axis: Shutter speed error (in f/stops)
2. Title: Exposure Accuracy
   X-Axis: Subject Brightness in EV (Exposure Value)
   Y-Axis: Exposure Errors (in f/stops)
3. Title: Light Falloff (Nikkor 50mm f/1.4)
   X-Axis: Picture length in mm
   Y-Axis: Light Falloff (in f/stops)

In the article . . .

". . . each graph and every single letter and number appearing therein was drawn by a computer or, to be more precise, a Hewlett-Packard 9872B graphic plotter . . ."

". . . in Modern's test lab, where the changeover to computerized data acquisition and storage will enlarge our overall testing capability, enabling us to produce more, and more comprehensive, test reports than ever before."

The benefit of using 9872B/S for producing graphic data is simple and effective. But, many customers are still unaware of it. Mention it to them and it will help you sell HP graphic plotters.

Selecting 7220A/S vs. 7221B/S

By Tom Dalba/SDD

Your customer wants a four-pen RS-232C plotter. Should you sell a 7220A/S or 7221B/S?

This is still a burning question, and the answer weighs a ton. An historical tidbit will help clear up this issue.

The 7221 was the first RS-232C four-color plotter. Since many of the 7221 applications would involve transmission over phone lines at low baud rates (i.e., 300 baud), the 7221 was designed using a very efficient language. This language, dubbed "Compacted Binary", uses non-mnemonic interface instructions with binary integer parameters. This makes programming and debugging difficult for customers without 7221 software support.

The 7220A was created for OEM customers operating at higher baud rates or end-users wanting to drive the plotter with a non-supported controller. The HP-GL instruction set of the 7220A/S made it much easier for these customers to program and debug the plotter. As of right now, there is minimal software support for the 7220A/S. However, the 7221B/S has several forms of higher level software support.

A 7221B or 7221S should be recommended if your customer:

- has an HP 3000 or DEC PDP-11 with RT-11 operating system. Sell the Plot/21 (72021B) FORTRAN software package.
- is using Tektronix Plot/10 with Terminal Control Software. Sell the Tek compatibility software package (72022A).
- will be using a Timeshare service that supports the 7221B. Your SDD contact has a current list of these companies.
- does not meet the first three requirements but wants to try to load Plot/21 on their controller. Provide the customer with the Conversion Guide (Application Note 229-1) and Plotters # 12 Sales Amplifier.

Sell the 7220A or the 7220S if your customer wants an RS-232C four-color plotter but does not meet one of the requirements listed above. Be aware that the 7220A/S may plot slower than the 7221B/S at low baud rates due to the less efficient language. This may also be a consideration.

As always, if there is any doubt, give us a call.

9872B/S Shielded HP-IB Connector Compatibility

By Rick Mayes/SDD

To reduce RFI emissions from HP-IB systems, HP is beginning to provide shielded HP-IB cables and connectors with various systems. Currently, the 10833A/B/C/D interconnect cables and the 82937A HP-IB interface module for the HP-85A provide this shielded cable and connector. Other interfaces are planned to utilize this shielded cable and connector in the future as well.

The 9872B and 9872S plotters currently do not allow reliable mating with the new shielded HP-IB connector due to the mechanical design of the connector. A manufacturing change to eliminate this compatibility problem will take effect by September, '80.

In the meantime, a connector adapter, Model 10834A ($20), can be used to reliably mate the shielded connector to the 9872 plotters. Please advise any 9872 customers who may be interfacing with the 10833A/B/C/D cables or the HP-85 HP-IB interface that they may require this adapter for plotters manufactured through September, '80.

Hewlett-Packard Computer Marketing Group
19320 Pruneridge Avenue, Cupertino, California 95014 USA

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